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| 09/852,136  | 05/09/2001  | David Chung          | NISSI.002A          | 3847             |
| 20995   | 7590        | 09/17/2004           | EXAMINER            |                  |
| KNOBBE MARTENS OLSON & BEAR LLP<br>2040 MAIN STREET<br>FOURTEENTH FLOOR<br>IRVINE, CA 92614 |             |                      | BENGZON, GREG C     |                  |
|   |             | ART UNIT             | PAPER NUMBER        | 2144             |

DATE MAILED: 09/17/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

|                              |                        |                     |
|------------------------------|------------------------|---------------------|
| <b>Office Action Summary</b> | <b>Application No.</b> | <b>Applicant(s)</b> |
|                              | 09/852,136             | CHUNG, DAVID        |
|                              | <b>Examiner</b>        | <b>Art Unit</b>     |
|                              | Greg Bengzon           | 2144                |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) Responsive to communication(s) filed on 09 May 2001.
- 2a) This action is FINAL.                    2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) Claim(s) 1-23 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) Claim(s) \_\_\_\_\_ is/are allowed.
- 6) Claim(s) 1-25 is/are rejected.
- 7) Claim(s) \_\_\_\_\_ is/are objected to.
- 8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on 09 May 2004 is/are: a) accepted or b) objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All    b) Some \* c) None of:
  1. Certified copies of the priority documents have been received.
  2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- 1) Notice of References Cited (PTO-892)
- 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date \_\_\_\_\_
- 4) Interview Summary (PTO-413)  
Paper No(s)/Mail Date \_\_\_\_\_
- 5) Notice of Informal Patent Application (PTO-152)
- 6) Other: \_\_\_\_\_

## **DETAILED ACTION**

This application has been examined. Claims 1-25 are pending.

### ***Priority***

This application claims the benefit of the provisional application 60/246164 filed November 6, 2000.

Applicant is advised of possible benefits under 35 U.S.C. 119(a)-(d), wherein an application for patent filed in the United States may be entitled to the benefit of the filing date of a prior application filed in a foreign country.

Acknowledgment is made of applicant's claim for foreign priority based on an application filed in South Korea on May 9, 2000. It is noted, however, that applicant has not filed a certified copy of the application (Priority Number 2000-24557) as required by 35 U.S.C. 119(b).

The effective filing for the subject matter defined in the pending claims in this application is May 9, 2000.

### ***Information Disclosure Statement***

The information disclosure statement (IDS) submitted on April 30, 2002 was filed after the mailing date of the form on May 6, 2002. The submission is in compliance with the provisions of 37 CFR 1.97. Accordingly, the information disclosure statement is being considered by the examiner.

### ***Drawings***

The drawings are objected to under 37 CFR 1.83(a). The drawings must show every feature of the invention specified in the claims. Therefore, the items 9 and 11 on Figure 4 must be shown or the feature(s) canceled from the claim(s). No new matter should be entered.

Corrected drawing sheets in compliance with 37 CFR 1.121(d) are required in reply to the Office action to avoid abandonment of the application. Any amended replacement drawing sheet should include all of the figures appearing on the immediate prior version of the sheet, even if only one figure is being amended. The figure or figure number of an amended drawing should not be labeled as "amended." If a drawing figure is to be canceled, the appropriate figure must be removed from the replacement sheet, and where necessary, the remaining figures must be renumbered and appropriate changes made to the brief description of the several views of the drawings for consistency. Additional replacement sheets may be necessary to show the renumbering of the remaining figures. The replacement sheet(s) should be labeled "Replacement Sheet" in the page header (as per 37 CFR 1.84(c)) so as not to obstruct any portion of the drawing figures. If the changes are not accepted by the examiner, the applicant will be notified and informed of any required corrective action in the next Office action. The objection to the drawings will not be held in abeyance.

#### ***Claim Rejections - 35 USC § 103***

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

Claims 1,3-12 are rejected under 35 U.S.C. 103(a) as being unpatentable over

Lamb et al. (US Patent Number 6747970 ) hereinafter referred to as Lamb, in view of Dwek (US Patent Number 6248946).

For the purposes of this examination the terms "client interface", "user-interface",

"user agent" are considered synonymous and have the same use, function and scope.

Lamb explains that "while large portions of the aforementioned processing have been

explained as residing within the user agent(s) 301, portions of such logic and call

handling processing can be implemented within the user client interface 250". The user agent 301 in such an embodiment would be "less intelligent" while the user client interface programs would be "more intelligent." (See Lamb Column 64 Lines 24-50).

With respect to Claims 1,3-12 Lamb discloses teachings regarding the method for call processing utilizing a uniform resource locator, as described in the following paragraphs.

With respect to Claim 1, Lamb discloses a method for processing a call using a web page displayed on a user client computer, comprising: receiving at a server system

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a user call request (See Lamb, Column 12, Lines 16-35), including a uniform resource locator (URL) corresponding to a networked resource, (See Lamb Column 15 Lines 63-67), generated at least partly in response a user activating a web page call request control; providing to the client computer data for a first telephone number corresponding to the URL; requesting, using a call client, that a call connection be established between the user client computer and a communication terminal corresponding to the telephone number (See Lamb Column 29 Lines 51-57); and establishing the requested call connection. (See Lamb Column 16 lines 1-20, Column 64 Lines 24-67)

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With respect to Claim 5, Lamb discloses the method as defined in claim 1, wherein the data for the first telephone number is part of a file containing data for a plurality of other telephone numbers. (See Figure 12, Column 59 Lines 4-30).

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With respect to Claim 6, Lamb discloses the method as defined in claim 1, wherein the call client is provided from the server system to the user client computer at least partly in response to determining that the call client is not installed on the user client computer. (See Lamb, Column 35 Lines 5-15)

With respect to Claim 7, Lamb discloses the method as defined in claim 1, wherein the data for the first telephone number is provided at least partly in response to determining that a file containing the data for the first telephone number is not already present on the user client computer. (See Lamb, Column 35 Lines 5-15, Column 59 Lines 4-30, Column 64 Lines 24-67)

With respect to Claim 9, Lamb discloses the method as defined in claim 1, further comprising providing call client information corresponding to an enterprise associated with the web page, wherein the call request information is used to customize the call client. (See Figure 12 Column 59 Lines 2-35, Column 35 Lines 5-15)

With respect to Claim 12, Lamb discloses the method as defined in claim 1, further comprising: receiving at the server system a second user call request generated by the user activating a second web page call request control which submits a uniform resource locator (URL) corresponding to a second networked resource; and providing call client information corresponding to an enterprise associated with the second web page. (See Lamb, Column 19, Lines 43-55)

Lamb does not disclose any teachings regarding 1) downloading client interface or call client to the client computer; 2) downloading data to the client ; 3) a 'skin' and related 'skin' information ; and 4) a skin server. Lamb describes a method and system where the enterprise information (telephone directory, names, etc.) and the user agent are stored in the telecom hosting server. While Lamb does disclose that the client interface can include a downloaded applet (Column 29 Lines 15-20), Lamb does not teach downloading the client interface and call request information. Lamb only alludes to possibility of having such data in the client computer or device as part of the client interface. Furthermore, Lamb only mentions "activating the appropriate user agent" and

presenting a customizable user agent to the user. (See Lamb Column 35 Lines 5-15, Column 16 Lines 10-15)

Dwek discloses a multimedia content delivery system that includes a novel media player which may be downloaded onto a user's personal computer. (Figure 1 Column 3 Lines 42-45) . A user may download a file for installing a copy of the music player onto the user's computer, where the music player is the client interface. In addition, the data pertaining to the music file is downloaded to the user's computer or device (Figure 3A) Dwek also discloses where client interface includes a "skins" button to allow a user to create, or select a precreated, "skin" or custom appearance template for the user interface 250 of the music player 120. By changing skins, a user can customize the size, shape, color, or other appearance features of the panes, handles, and buttons of the user interface 250 according to preference. (See Figure 2 Column 11 Lines 65-67, Columns 12 Lines 1-5). Dwek also discloses of a client interface server that may contain numerous user interfaces that are available depending upon the user's selection.

Lamb and Dwek are analogous art because they both present a method and system involving client user interfaces that present selection lists and initiate requests from the user. At the time of the invention it would have obvious to a person of ordinary skill in the art to modify the method and system as described by Lamb in order to have a "more intelligent" client user interface downloaded into the user's computer or device,

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such that the client user interface contains the enterprise telephone directory and other pertinent information and is able to perform more logic and call handling processing. Similarly, a person of ordinary skill in the art could have implemented customized client interfaces described by Lamb with pre-selected ‘skins’, such that each enterprise would have a different look on the user’s computer or device, and have these ‘skins’ managed by or stored on a client interface server or a “skin server”.

The suggestion/motivation for doing so, as Lamb suggests in Column 64 Lines 24-50, would have been so that some of the processing functions can be offloaded from the telecom hosting server and into the user’s computer or device, thereby improving the performance of the system and the user experience as whole, as described by commonly known teachings on distributed computer processing. The use of customizable client interfaces would greatly improve the enterprise’s marketing efforts on brand recognition, and enable the enterprise to provide additional features that competitors might not have.

Therefore it would have been obvious to combine Dwek with Lamb for the benefit of 1) having a client interface downloaded into the client computer or device, 2) having enterprise information downloaded into the client computer or device, 3) having a customizable “skin” for each enterprise, and 4) having a “skin” server to manage and store the customized interfaces, in order to obtain the invention as specified in Claims 1, 3-12.

With respect to Claim 3, Lamb discloses the method as defined in claim 1, wherein the call connection is established via a VoIP (Voice over Internet Protocol) gateway. (Fig. 2, Column 22 Lines 40-60)

With respect to Claim 4, Lamb discloses the method as defined in claim 3, further comprising verifying that the user is qualified to access the VoIP gateway. (See Lamb, Fig. 51 Item 331, Column 37 Table 1, Column 29 Lines 51-67)

With respect to Claim 8, Lamb discloses the method as defined in claim 1, wherein the call connection request is made in response to the user selecting a name associated with the first telephone number. (See Lamb, Column 59 Lines 23-30)

With respect to Claim 10, Lamb discloses the method as defined in claim 1, wherein the networked resource is a web page. (See Lamb, Column 59 Lines 4-30)

With respect to Claim 11, Lamb discloses the method according to claim 1, further comprising transferring user information provided by the user to a customer service center using an instant messenger. (See Column 64 Lines 1-10, Column 59 Lines 30-35)

Claims 13-18 are rejected under 35 U.S.C. 103(a) as being unpatentable over Lamb et al. (US Patent Number 6747970 ) hereinafter referred to as Lamb, in view of Dwek (US Patent Number 6248946).

For the purposes of this examination the terms "client interface", "user interface", "user agent" are considered synonymous and have the same use, function and scope. Lamb explains that "while large portions of the aforementioned processing have been explained as residing within the user agent(s) 301, portions of such logic and call handling processing can be implemented within the user client interface 250". The user agent 301 in such an embodiment would be "less intelligent" while the user client interface programs would be "more intelligent." (See Lamb Column 64 Lines 24-50).

With respect to Claim 13, Lamb further discloses a method of substantially similar limitations as Claim 1, for establishing a call using a web page displayed on a user system, comprising: receiving from the user system a user call request, including a uniform resource locator (URL) corresponding to a networked resource, initiated by a user activating a call request function provided on a web page associated with a first enterprise; providing to the client system a call client at least partly in response to the user call request; providing to the client system data for a plurality of telephone numbers, including a plurality of department names associated with corresponding telephone numbers (See Lamb Column 35 Lines 5-20, Column 59 Lines 5-30); requesting, at least partly in response to the user selecting at least one of the department names, that a call connection be established between the user client computer and the department whose name was selected; and completing the requested call connection.

With respect to Claim 17, Lamb discloses the method as defined in claim 13, further comprising providing an embedded program to the client system, the embedded program having as parameters a customer file and a URL for the call client. (See Lamb Column 59 Lines 4-30, Column 64 Lines 24-67, Column 35 Lines 5-15)

With respect to Claim 18, Lamb discloses the method as defined in claim 13, further comprising providing to the client system client interface data corresponding to the enterprise. (See Lamb Column 59 Lines 4-30, Column 64 Lines 24-67, Column 35 Lines 5-15)

Lamb does not disclose any teachings regarding 1) downloading client interface or call client to the client computer; 2) downloading data to the client ; 3) a 'skin' and related 'skin' information ; 4) a skin server; and 5) customizing the call client in accordance with the characteristics of the enterprise. Lamb describes a method and system where the enterprise information (telephone directory, names, etc.) and the user agent are stored in the telecom hosting server. While Lamb does disclose that the client interface can include a downloaded applet (Column 29 Lines 15-20), Lamb does not teach downloading the client interface and call request information. Lamb only alludes to possibility of having such data in the client computer or device as part of the client interface. Furthermore, Lamb only mentions "activating the appropriate user agent" and presenting a customizable user agent to the user. (See Lamb Column 35 Lines 5-15, Column 16 Lines 10-15)

Dwek discloses a multimedia content delivery system that includes a novel media player which may be downloaded onto a user's personal computer. (Figure 1 Column 3 Lines 42-45) . A user may download a file for installing a copy of the music player onto the user's computer, where the music player is the client interface. In addition, the data pertaining to the music file is downloaded to the user's computer or device (Figure 3A) Dwek also discloses where client interface includes a "skins" button to allow a user to create, or select a precreated, "skin" or custom appearance template for the user interface 250 of the music player 120. By changing skins, a user can customize the size, shape, color, or other appearance features of the panes, handles, and buttons of the user interface 250 according to preference. (See Figure 2 Column 11 Lines 65-67, Columns 12 Lines 1-5). Dwek also discloses of a client interface server that may contain numerous user interfaces that are available depending upon the user's selection.

Lamb and Dwek are analogous art because they both present a method and system involving client user interfaces that present selection lists and initiate requests from the user. At the time of the invention it would have obvious to a person of ordinary skill in the art to modify the method and system as described by Lamb in order to have a "more intelligent" client user interface downloaded into the user's computer or device, such that the client user interface contains the enterprise telephone directory and other pertinent information and is able to perform more logic and call handling processing.

Similarly, a person of ordinary skill in the art could have implemented customized client interfaces described by Lamb with pre-selected ‘skins’, such that each enterprise would have a different look on the user’s computer or device, and have these ‘skins’ managed by or stored on a client interface server or a “skin server”.

The suggestion/motivation for doing so, as Lamb suggests in Column 64 Lines 24-50, would have been so that some of the processing functions can be offloaded from the telecom hosting server and into the user’s computer or device, thereby improving the performance of the system and the user experience as whole, as described by commonly known teachings on distributed computer processing. The use of customizable client interfaces would greatly improve the enterprise’s marketing efforts on brand recognition, and enable the enterprise to provide additional features that competitors might not have.

Therefore it would have been obvious to combine Dwek with Lamb for the benefit of 1) having a client interface downloaded into the client computer or device, 2) having enterprise information downloaded into the client computer or device, 3) having a customizable “skin” for each enterprise, 4) having a “skin” server to manage and store the customized interfaces, and 5) have a client interface customized according to the characteristics of the enterprise, in order to obtain the invention as specified in Claims 13-18.

With respect to Claim 14, Lamb discloses the method as defined in claim 13, further comprising generating accounting information for the call connection. (See Lamb, Column 14 Lines 46-60, Column 39 Table 1)

With respect to Claim 15, Lamb discloses the method as defined in claim 13, further comprising generating a detailed call record upon the call connection being ended. (See Lamb Figure 5A Block 342, Column 100, Graphic Image labeled Figure 18 'Journal')

With respect to Claim 16, Lamb discloses the method as defined in claim 13, further comprising determining an amount of calls initiated using the URL. (See Lamb Column 14 Lines 46-60)

Claims 19-22 are rejected under 35 U.S.C. 103(a) as being unpatentable over Lamb et al. (US Patent Number 6747970 ) hereinafter referred to as Lamb, in view of Dwek (US Patent Number 6248946).

For the purposes of this examination the terms "client interface", "user interface", "user agent" are considered synonymous and have the same use, function and scope. Lamb explains that "while large portions of the aforementioned processing have been explained as residing within the user agent(s) 301, portions of such logic and call handling processing can be implemented within the user client interface 250". The user

agent 301 in such an embodiment would be "less intelligent" while the user client interface programs would be "more intelligent." (See Lamb Column 64 Lines 24-50).

With respect to Claim 19, Lamb further discloses a call processing system with substantially similar limitations for Claim 1, the system comprising: a first server configured to receive a uniform resource locator (URL) sent by a user system, wherein the URL corresponds to a network resource of a first enterprise, the URL sent at least partly in response to a user call request established as a result of a user activating a web page call request control, the server further configured to provide to the user system a telephone number corresponding to the first enterprise in response to receiving the URL; a call client configured to be executed by the user system and to request a call connection to a telephone number provided by the first server; a server configured to provide information for customizing the call client (See Lamb Column 16 Lines 10-15); and a call connecting system configured to connect a call to an enterprise communication device corresponding to the telephone number, the call connecting system including a Voice over Internet Protocol gateway. (See Lamb Figure 2, Column 9 Lines 20-25, Column 22 Lines 40-45).

Lamb does not disclose any teachings regarding 1) downloading client interface or call client to the client computer; 2) downloading data to the client ; 3) a 'skin' and related 'skin' information ; 4) a skin server; and 5) customizing the call client in accordance with the characteristics of the enterprise. Lamb describes a method and system where the enterprise information (telephone directory, names, etc.) and the user

agent are stored in the telecom hosting server. While Lamb does disclose that the client interface can include a downloaded applet (Column 29 Lines 15-20), Lamb does not teach downloading the client interface and call request information. Lamb only alludes to possibility of having such data in the client computer or device as part of the client interface. Furthermore, Lamb only mentions "activating the appropriate user agent" and presenting a customizable user agent to the user. (See Lamb Column 35 Lines 5-15, Column 16 Lines 10-15)

Dwek discloses a multimedia content delivery system that includes a novel media player which may be downloaded onto a user's personal computer. (Figure 1 Column 3 Lines 42-45) . A user may download a file for installing a copy of the music player onto the user's computer, where the music player is the client interface. In addition, the data pertaining to the music file is downloaded to the user's computer or device. (Figure 3A) Dwek also discloses where client interface includes a "skins" button to allow a user to create, or select a precreated, "skin" or custom appearance template for the user interface 250 of the music player 120. By changing skins, a user can customize the size, shape, color, or other appearance features of the panes, handles, and buttons of the user interface 250 according to preference. (See Figure 2 Column 11 Lines 65-67, Columns 12 Lines 1-5). Dwek also discloses of a client interface server that may contain numerous user interfaces that are available depending upon the user's selection.

Lamb and Dwek are analogous art because they both present a method and system involving client user interfaces that present selection lists and initiate requests from the user. At the time of the invention it would have obvious to a person of ordinary skill in the art to modify the method and system as described by Lamb in order to have a "more intelligent" client user interface downloaded into the user's computer or device, such that the client user interface contains the enterprise telephone directory and other pertinent information and is able to perform more logic and call handling processing.

Similarly, a person of ordinary skill in the art could have implemented customized client interfaces described by Lamb with pre-selected 'skins', such that each enterprise would have a different look on the user's computer or device, and have these 'skins' managed by or stored on a client interface server or a "skin server".

The suggestion/motivation for doing so, as Lamb suggests in Column 64 Lines 24-50, would have been so that some of the processing functions can be offloaded from the telecom hosting server and into the user's computer or device, thereby improving the performance of the system and the user experience as whole, as described by commonly known teachings on distributed computer processing. The use of customizable client interfaces would greatly improve the enterprise's marketing efforts on brand recognition, and enable the enterprise to provide additional features that competitors might not have.

Therefore it would have been obvious to combine Dwek with Lamb for the benefit of 1) having a client interface downloaded into the client computer or device, 2) having enterprise information downloaded into the client computer or device, 3) having a customizable "skin" for each enterprise, 4) having a "skin" server to manage and store the customized interfaces, and 5) have a client interface customized according to the characteristics of the enterprise in order to obtain the invention as specified in Claims 19-22.

With respect to Claim 20, Lamb discloses the call processing system as defined in claim 19, wherein the call connecting system further comprises a connection management server configured to manage the call connection, and a billing system configured to generate call accounting information. (See Lamb Figure 11, Column 58 Lines 46-67)

With respect to Claim 21, Lamb discloses the call processing system as defined in claim 19, further comprising an administration server configured to administer the call processing system. (See Lamb Figure 5B Column 4 Lines 5-15, Column 58 Lines 50-65)

With respect to Claim 22, Lamb discloses the call processing system as defined in claim 19, wherein the first server and the skin server are included in the same server system. (See Lamb Figure 11, Column 58 Lines 46-67)

Claims 23-25 are rejected under 35 U.S.C. 103(a) as being unpatentable over Lamb et al. (US Patent Number 6747970 ) hereinafter referred to as Lamb, in view of Dwek (US Patent Number 6248946).

For the purposes of this examination the terms "client interface", "user interface", "user agent" are considered synonymous and have the same use, function and scope. Lamb explains that "while large portions of the aforementioned processing have been explained as residing within the user agent(s) 301, portions of such logic and call handling processing can be implemented within the user client interface 250". The user agent 301 in such an embodiment would be "less intelligent" while the user client interface programs would be "more intelligent." (See Lamb Column 64 Lines 24-50).

With respect to Claim 23, Lamb further discloses a method with substantially similar limitation as in Claim 1, for processing a call via a web page of an enterprise, comprising the steps of: receiving a user call request via the web page, the request including a URL; providing a call client and a customer file containing data for a plurality of telephone numbers of a first enterprise corresponding to the URL; requesting a call connection via the call client to a first telephone number contained within the customer file to establish communication between the user and an enterprise customer service center corresponding to the first telephone number; and if a URL of a second enterprise is input over the call client, accessing the enterprise site of the second enterprise and activating the appropriate call client. (See Lamb Column 19 Lines 30-55, Column 16 Lines 10-15).

With respect to Claim 24, Lamb discloses the method according to claim 23, further comprising providing information input by the user to the customer service center using one of an instant messenger and a customer information transfer browser. (See Lamb Column 59 Lines 17-35, Column 64 Lines 1-10)

Lamb does not disclose any teachings regarding 1) downloading client interface or call client to the client computer; 2) downloading data to the client ; 3) a 'skin' and related 'skin' information ; 4) a skin server; and 5) customizing the call client in accordance with the characteristics of the enterprise. Lamb describes a method and system where the enterprise information (telephone directory, names, etc.) and the user agent are stored in the telecom hosting server. While Lamb does disclose that the client interface can include a downloaded applet (Column 29 Lines 15-20), Lamb does not teach downloading the client interface and call request information. Lamb only alludes to possibility of having such data in the client computer or device as part of the client interface. Furthermore, Lamb only mentions "activating the appropriate user agent" and presenting a customizable user agent to the user. (See Lamb Column 35 Lines 5-15, Column 16 Lines 10-15)

Dwek discloses a multimedia content delivery system that includes a novel media player which may be downloaded onto a user's personal computer. (Figure 1Column 3 Lines 42-45) . A user may download a file for installing a copy of the music player onto the user's computer, where the music player is the client interface. In addition, the

data pertaining to the music file is downloaded to the user's computer or device (Figure 3A) Dwek also discloses where client interface includes a "skins" button to allow a user to create, or select a precreated, "skin" or custom appearance template for the user interface 250 of the music player 120. By changing skins, a user can customize the size, shape, color, or other appearance features of the panes, handles, and buttons of the user interface 250 according to preference. (See Figure 2 Column 11 Lines 65-67, Columns 12 Lines 1-5). Dwek also discloses of a client interface server that may contain numerous user interfaces that are available depending upon the user's selection.

Lamb and Dwek are analogous art because they both present a method and system involving client user interfaces that present selection lists and initiate requests from the user. At the time of the invention it would have obvious to a person of ordinary skill in the art to modify the method and system as described by Lamb in order to have a "more intelligent" client user interface downloaded into the user's computer or device, such that the client user interface contains the enterprise telephone directory and other pertinent information and is able to perform more logic and call handling processing. Similarly, a person of ordinary skill in the art could have implemented customized client interfaces described by Lamb with pre-selected 'skins', such that each enterprise would have a different look on the user's computer or device, and have these 'skins' managed by or stored on a client interface server or a "skin server".

The suggestion/motivation for doing so, as Lamb suggests in Column 64 Lines 24-50, would have been so that some of the processing functions can be offloaded from the telecom hosting server and into the user's computer or device, thereby improving the performance of the system and the user experience as whole, as described by commonly known teachings on distributed computer processing. The use of customizable client interfaces would greatly improve the enterprise's marketing efforts on brand recognition, and enable the enterprise to provide additional features that competitors might not have.

Therefore it would have been obvious to combine Dwek with Lamb for the benefit of 1) having a client interface downloaded into the client computer or device, 2) having enterprise information downloaded into the client computer or device, 3) having a customizable "skin" for each enterprise, 4) having a "skin" server to manage and store the customized interfaces, and 5) have a client interface customized according to the characteristics of the enterprise in order to obtain the invention as specified in Claims 23-25.

With respect to Claim 25, Lamb discloses the method according to claim 23, wherein the customer file includes a virtual telephone number directory containing names and telephone numbers of an enterprise client. (See Lamb Column 59 Lines 5-35)

Claim 2 is rejected under 35 U.S.C. 103(a) as being unpatentable over Lamb et al. (US Patent Number 6747970 ) hereinafter referred to as Lamb, in view of Dwek (US Patent Number 6248946), further in view of Lu et al. (US Patent Number 6611590) hereinafter referred to as Lu.

With respect to Claim 2, Lamb and Dwek each disclose prior art that when applied together, substantially disclose the method as defined in claim 1, wherein the first telephone number is that of an enterprise associated with the web page. (See Lamb Column 59 Lines 4-30)

However, Lamb and Dwek do not teach regarding the limitation in Claim 2 where the telephone number is for a call center of an enterprise associated with a web page.

Lu discloses a method for processing call requests using VoIP to a call center, where the caller typically clicks on a graphical user-interface button associated with a particular Enterprise web-page and is directed to a predefined Call Center, application, or other service.

Lamb and Lu are analogous art because they present solutions for call processing using Voice Over Internet Protocol (VOIP) for enterprises with an associated web page.

At the time of the invention it would have obvious to a person of ordinary skill in the art to modify the method and system as described by Lamb and Dwek in order to have an enterprise's call center as one of the possible call request destination.

The suggestion/motivation for doing so would have been so that customers who are in need of customer service from an enterprise could be directly routed to the appropriate service departments more efficiently and conveniently.

Therefore it would have been obvious to combine the teachings of Lu with the teachings of Lamb and Dwek to obtain the invention as specified in Claim 2.

### ***Conclusion***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Greg Bengzon whose telephone number is (571) 272-3944. The examiner can normally be reached on Mon. thru Fri. 8 AM - 4:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, William Cuchlinski can be reached on (571)272-3925. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

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